



239 West 49th Street
New York, NY. 10019

Job Title: Resident Service Coordinator
Supervisor: Director of Residential Services
Job Status: Full Time
Job Hours: 35 hours per week
Location: 755 Seventh Avenue
Compensation: Competitive with Market Rate

About Encore

For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities, so that they may live with dignity and decency in a safe and caring environment. Encore provides a comprehensive array of programs for older New Yorkers including supportive and affordable housing, home delivered and sit down meals, case assistance, education, recreation, and friendly visiting. The organization takes a “no wrong door approach” to ensure Seniors are able to access all of their neighborhood and other entitled resources so they may age in place comfortably for as long as possible. Encore is at an exciting inflection point in its development. With the arrival of a new Executive Director the organization is working to build off of a rich history to deepen its services and scale the work of giving back to seniors. Encore is keenly aware that the demographics of Older New Yorkers is rapidly evolving. Therefore, Encore must also evolve to ensure the health, mental health, and economic stability of New York’s diverse and vibrant senior community. To this end, a major initiative is the refinement and expansion of the organization’s social services and program activities department.

About Position

The Resident Service Coordinator will help Encore achieve its mission of improving the lives of Older New Yorkers at the Encore West Residence, an affordable housing project in midtown Manhattan. The Resident Service Coordinator will be the point person for recreational activities, attend resident meetings, and provide comprehensive and individualized referrals towards case assistance and case management, health and wellness programs within the Encore Community. In addition, the Resident Service Coordinator is part of a collaborative effort among all staff directly involved in the service of seniors to provide an atmosphere of hospitality at Encore West.

Responsibilities:

- Assist and advocate for seniors with benefits and entitlements, health and wellness and other areas of concern to older persons;
- Provide case management and case assistance referrals within Encore Community Services;
- Work with resident organizations;
- Refers seniors to community resources and other organizations
- Plan, schedule and oversee all Encore West’s recreational and educational activities;
- Be able to establish new connections with other community agencies;
- Assist in publicizing specific programs through run-offs and posted related flyers;
- Encourage and enable socialization among seniors and help create an atmosphere which fosters trust, caring and respect for one another;
- Keep accurate worker logs, case notes, and file records of all interactions with seniors;
- Support residents with in house basic needs;
- Attend resident meetings;



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- Liaise with housing management staff and Encore Community Services Social Services staff;
- Attend Fundraising events or participate in fundraising function;
- Attend all trainings, lectures and symposium which help address the needs of the population we serve;
- Performs miscellaneous job-related duties as assigned by Director of Residential Services and Senior Director of Social Services;
- Must be flexible to work some holidays throughout the calendar year;

Required Qualifications:

- BA in Social Work or related field of human services
- At least 3 years' experience in the field of human services, preferably in the field of aging
- Bi-lingual: Ability to speak, read and write in English and Spanish
- Experience with or willing to learn advocacy skills; benefits & entitlements and referral systems
- Ability to communicate with program participants and related staff
- Ability to coordinate and schedule services for participants
- Demonstrate excellent organization and communication skills
- Good record keeping abilities and proficient in computer/web-based programs
- Have a sensitivity and empathy for participants in the programs
- Work well under supervision
- Able to work in a fast pace environment

To Apply email **Resume and Cover Letter with Salary Requirements** to jobs@encorenyc.org with the subject line "Resident Service Coordinator."

Due to the high volume of applicants, only qualified candidates will be contacted. No phone calls please. Encore Community Services is an equal opportunity employer and does not discriminate on the basis of race, color, gender, socio-economic status, marital status, national or ethnic origin, age, religion or creed, disability, or political or sexual orientation.